

Department of Information Resources
Appendix E to DIR-TSO-3356
Maintenance Support and Service Level Agreement

To ensure the best possible outcomes and quickest response times, DIR customers purchasing Kodak Alaris scanners products and services on DIR Contract Number DIR-TSO-3356 held by Synergy Electronics, Inc. will have services provided by employees of Kodak Alaris.

Kodak Alaris will use its best commercial efforts to meet its response time objectives, as long as the scanner is kept under an extended or post warranty Kodak Alaris will repair the unit, or, if determined to be unrepairable, will replace it with a like unit. When customers make a call to Kodak Service & Support, they will get back to them within the hour to assess the situation and let them know when the Kodak Alaris tech is scheduled to arrive.

In order to obtain uninterrupted service, service agreements must be purchased prior to expiration of the original equipment warranty and registered with Kodak Alaris within ten (10) calendar days of purchase, or in the case of an extended warranty or post warranty Agreement, prior to the renewal date of such Agreement. The term of an Agreement of extended warranty care kits may be one, two, three or five years coverage from the date of Equipment or Software purchase or installation. Kodak Alaris reserves the right to confirm the date of purchase before providing Agreement coverage. The term of an Agreement for post warranty care kits may be one, two or three years.

Warranty Definitions.

1 Yr Ext War AUR NBD-"One Year" Extended Warranty -Advance Unit Replacement (AUR)-Next Business Day

1 Yr PW AUR NBD-"One Year" Post Warranty, next business day

1 Yr Ext War On-site NBD 1PM-One Year, Extended Warranty, Field Engineer will come on-site to fix-1 Free PM per year-preventive maintenance (PM).

1 Yr War Upgrade On-site 4HR 1PM-One Year, Warranty upgraded to On-site, 4 hour response and 1 preventive maintenance (PM).

1 Yr Ext War 4 Hr 1PM-One Year Extended Warranty 4 hour response time and 1 preventive maintenance (PM).

Customer Responsibilities for Warranty Services.

Customer will designate an authorized representative for the purpose of interacting with Kodak Alaris' service personnel. The Customer representative and the Customer must:

- a) provide initial problem-solving assistance to site users;
- b) coordinate all requests for assistance and act as liaison with Kodak Alaris service personnel;
- c) perform appropriate problem analysis and corrective actions by following troubleshooting instructions and remedial actions as prescribed by Kodak Alaris;
- d) maintain system and Product documentation and install software updates, maintenance upgrades and patches supplied by manufacturers;
- e) perform preventative maintenance and error recovery procedures as defined in the individual Products' users manual;
- f) supply consumable items or other components that are replaced due to normal wear and/or as specified in the relevant manufacturer's manual(s);
- g) provide service personnel with immediate access to the Products when service is requested;
- h) when necessary, supply and maintain a modem and communication software approved by Kodak Alaris which satisfies the respective manufacturer's Product specifications;
- i) keep the site environmental ranges within the specifications set forth by the manufacturer of the relevant Product ; and

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- j) provide continuous and appropriate resource availability during problem resolution.

To Add Post- and Extended Warranties.

Product Condition. Customer warrants that the Product covered by this Agreement (a) is in proper operating condition, (b) is without any unauthorized modifications, (c) has all safety features in working condition, and (d) has been maintained in accordance with manufacturer's Product performance specifications. Kodak Alaris reserves the right to inspect the Product and site installation to confirm that Products meet those conditions.

How to Obtain Service.

For licensed Kodak Alaris Software: Customer must call the Customer Support Center at 1-800-822-1414 and provide the serial number.

For Product: Customer must call the Customer Support Center at 1-800-356-3253 and provide the Product's K-number or serial number located on the Product(s).

Types of Service Available.

1. **Telephone Support.** Kodak Alaris will provide toll-free telephone support between 8:00 a.m. and 5:00 p.m., Monday through Friday, Customer local time.

2. **On-Site Service.** Kodak Alaris will provide on-site service between 8:00 a.m. and 5:00 p.m., Monday through Friday, Customer local time. On-Site Service includes adjustments and/or replacement of parts required to maintain Products operating consistently within manufacturer's published specifications.

3. **Periodic Maintenance.** (Product only) Periodic Maintenance ("PM") services will consist of routine maintenance services required to keep the Products in proper operating condition. Additional scheduled PMs may be purchased to supplement coverage. *Note: PM services MAY NOT be included in the Standard Plan for a particular Product.*

Response Time Kodak Alaris' objective is to provide service during Kodak Alaris' normal working hours, within the following time frames as stated in each onsite warranty:

Service Cities: Amarillo, Austin, Dallas, El Paso, Ft. Worth, Houston, San Antonio

Distance from Service City:	Target Response Hours:
Zone 1 (0 to 50 Miles)	Number of Hours: 4
Zone 2 (51 to 100)	Number of Hours: 8

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Distance from Service City:	Target Response Hours:
Zone 3 (Over 100 Miles)	Calls received by 1:00 P.M. local time: Next Business Day by 5:00 P.M. local time
Over 200 miles	Calls received by 1:00 P.M. local time: Second Business Day by 5:00 P.M. local time

Kodak Alaris will use its best commercial efforts to meet its response time objectives, however, in the event that the Target Response times in the table above are not met, Kodak Alaris will: First, provide service as soon as possible within the next targeted response time period (ex: with a 4 hour target, provide service within 8 hours; with an 8 hour target, provide service by end of next business day, etc.);

Second, if the primary technician is unable to reach the customer within the adjusted time period, Kodak Alaris will escalate the service request to provide an alternate technician able to provide service as close to the targeted response time as possible.

Third, if an alternate technician cannot reach the customer within the extended targeted response time and the scanner is less than 1 year old, Kodak Alaris will ship a replacement scanner within 5-7 days for use until the purchased scanner is repaired or permanently replaced.

Advanced Unit Replacement ("AUR") Support (if applicable). If Kodak Alaris determines a Product is not operating consistently within manufacturers specifications, Kodak Alaris will provide next day AUR subject to availability of courier service. The replacement Product will perform at the minimum specifications of the current Product, but may not be the exact make and model. When AUR support is necessary, Kodak Alaris will ship the replacement unit to Customer's location, transportation prepaid. Upon delivery of a replacement unit, Customer must place the malfunctioning unit in the shipping case, apply the enclosed labels and call the carrier for pickup within 5 business days after receiving the AUR. Kodak Alaris will pay the return transportation charges. If the Customer has not returned the malfunctioning unit within 10 business days, Customer will be invoiced the price in accordance with Appendix C, Pricing Index of DIR Contract Number DIR-TSO-3356.

Parts. Items as referenced in the manufacturer's manual(s) required to maintain Products operating consistently within manufacturer's published specifications may not be included in this Agreement and will be invoiced separately. Parts or components replaced by Kodak Alaris will be either new or remanufactured to Kodak Alaris' new product standards. Parts removed from the system and replaced at no charge become the property of Alaris.

Software Modifications and Upgrades.

1. Kodak Alaris will provide Maintenance Upgrades, Software Patches and telephone assistance of a technical nature on **licensed Kodak Alaris Software** only. Kodak Alaris may issue Maintenance Upgrades or Patches and/or provide for on-site services necessary to correct errors that significantly affect software performance in accordance with Kodak Alaris' Software Product operating specifications. Unless documentation states otherwise, support will be provided for the current and previous version release of Kodak Alaris **Software**. For **licensed Kodak Alaris Software**, Maintenance Upgrades and Patches are at no charge and include one copy of the user's manual and/or changes.

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2. Kodak Alaris reserves the right to develop new features and functionality improvements, which will be offered to Customers as Version Releases under a separate price schedule. Kodak Capture Pro software must not have a lapse in maintenance coverage in order to entitle the user to free Version Releases.

3. All Kodak Alaris Software is subject to the terms and conditions of Appendix D, Software License Agreement of DIR Contract Number DIR-TSO-3356. License Terms are applicable as long as Kodak Alaris Software is being used, even if maintenance services are no longer available.

A. Maintenance Agreements

End users enjoy preferential response times with no additional costs for repair parts, labor or travel*

- Options & advantages may include:
- On-site service
- Advanced equipment exchange program (AUR)
- Next day arrival of replacement unit, ship other unit to Kodak
- Remote diagnostics
- Software upgrades and manufacturer's modifications (Mods) for Kodak Scanners
- Additional PMs for some products

B. Warranty Enhancements*

Protect tight budgets from unplanned expenses. Kodak Service & Support can enhance many manufacturers' basic warranties, which might include:

- Improved response time (e.g. depot repair to 4 hour)
- On-site labor coverage
- Advanced equipment exchange
- Extended hours or days of coverage from standard warranty (e.g. from 90 days to 1 year)

C. Kodak Care Kits

A packaged service agreement for Kodak/non-Kodak scanners and Kodak Software in 1, 2 or 3 year increments

1. Extended Warranty (purchased during the warranty period)
2. Warranty Enhancements (add to a basic warranty provided by a manufacturer)
3. Post Warranty (purchased after a warranty has expired)
4. Support Services (training & installation)

Care Kits give end users timely access to

- Advance Unit Replacement
 - Next-business-day delivery of an exchange unit, or a Kodak Service Representative might assist in the unit's exchange
- On-Site or phone support from 8 a.m. to 5 p.m., M-F, customer local time and includes
 - Travel, labor, and repair parts (when applicable)
 - Preferential response
 - Service by Kodak employed service representatives
 - Preventative maintenance on applicable products
 - Total service call protection

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Each Care Kit includes:

- Unique serial number for identifying specific service and support coverage
- Easy to follow registration instructions
- Contact information for services representatives
- **Extended & Post Warranty options for Kodak scanners**
- Extended Warranty time period is referenced from the date of install

Warranties by product family:

(As of September, 2015 and subject to change by the manufacturer.)

i1000 Series Scanners

Warranty:

3 years of Advanced Unit Replacement (AUR)

- Coverage is 3 years from date of scanner purchase
- Next Business Day delivery
- Customer receives a replacement scanner and returns the non-working scanner to Kodak using the supplied packing materials and pre-paid shipping label.

i3000 Series Scanners

Standard Warranty:	Coverage is for 90 days from date of scanner purchase which includes: Advanced Unit Replacement (AUR) with Next Business Day delivery Access to the Technical Assistance Center, Monday – Friday; 8:00 AM – 5:00 PM Local time
i3000 Series Care Kit Plans:	All Care Kits include access to the Technical Assistance Center, Monday – Friday; 8:00 AM – 5:00 PM Local time NOTE: Any Post Warranty must be purchased prior to the expiration of the Standard warranty or any "Extended Warranty". If purchased after the expiration of the Standard Warranty or "Extended Warranty," the equipment must be approved by Kodak.
	Gold Care Kit Plan includes: Advanced Unit Replacement (AUR), with Next Business Day delivery Extended Warranty Catalog Numbers: 1-year plan: 1218551, 3-year plan: 1606045, 5-year plan: 1848183 Post-Warranty Catalog Number: 1-year plan: 1138486
	Platinum Care Kit Plan includes: On-site Repair by the Next Business Day Preventative Maintenance (once annually) Catalog numbers for extended plans: 1-year plan: 1620301, 3-year plan: 1774108, 5-year plan: 1525286

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	Post-Warranty Catalog Number: 1-year plan: 1294818
Service Options	Call for price quote: Service Days Extension Coverage Hours Extension Additional preventative maintenance (for Platinum) Scanner Relocation Services Return-to-Base Repair

i4000 Series

KODAK Service & Support for i4000 Series Scanners

Standard Warranty:	90 days, On-Site Coverage is for 90 days from date of scanner purchase. Next Business Day repair Covers: Hardware, labor and travel costs
1 Year Warranty Extension:	Additional 9 months on-site warranty Coverage is for one (1) year from date of scanner purchase Call center support Next Business Day and Priority Response will be offered Catalog Numbers: 170 8015 (i4200) 807 7957 (i4600)
2 Year Warranty Extension:	2-year on-site warranty Coverage is for two (2) years from date of scanner purchase Call center support Next Business Day Catalog Numbers: 801 3252 (i4200) 808 3404 (i4600)
3 Year Warranty Extension:	3-year on-site warranty Coverage is for three (3) years from date of scanner purchase Call center support Next Business Day Catalog Numbers:

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	191 3359 (i4200) 839 9313 (i4600)
1 Year Warranty Uplift:	12-months of on-site support Coverage is for one (1) year from date of scanner purchase Call center support Priority Response Catalog Numbers: 192 2798 (i4200) 868 9002 (i4600)
2 Year Warranty Uplift:	2-year on-site warranty Coverage is for two (2) years from date of scanner purchase Call center support Priority Response Catalog Numbers: 178 2101 (i4200) 827 2957 (i4600)
3 Year Warranty Uplift:	3-year on-site warranty Coverage is for three (3) years from date of scanner purchase Call center support Priority Response Catalog Numbers: 868 4508 (i4200) 807 8974 (i4600)
Post Warranty: Next Business Day Response	1-year Service Agreement Coverage is for one (1) year from date of Service Agreement purchase Call center support On-site service delivery Next Business Day (NBD) Catalog Numbers: 893 6957 (i4200) 837 8366 (i4600)
Post Warranty: 4 Hour Priority Response	1-year Service Agreement Coverage is for one (1) year from date of Service Agreement purchase Call center support On-site service delivery

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	Priority Response Catalog Numbers: 157 0704 (i4200) 829 2765 (i4600)
Support Services:	Installation and Training Care Kit is available. Kodak offers training, site services, systems optimization and administration, equipment setup, and consulting services – all designed to help you make the most of your Kodak Document Imaging products. To learn more, contact your local reseller or call 1-800-525-6325, prompt 2. Catalog Number: 1900356

Ngenuity Series

KODAK Service & Support Ngenuity Series Scanners

Warranty:	90 Days on site 4Hr Response
KODAK Care Kits:	1-Year Extended Warranty 4 Hr Response Coverage is for one year from date of purchase. It is used to extend the standard warranty. 4 hr Response delivery Catalog Numbers: 8425563 (9090DB) 1204957 (9090DC) 1060466 (9125 DC) 8353534 (9150)
	2-Year 4 Hour Response Coverage is for two years from date of purchase. It is used to extend the standard warranty. 4 Hour response delivery Catalog Numbers: 1000181 (9090DB) 8595555 (9090DC) 8562886 (9125DC) 8735979 (9150)

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	<p>3-Year 4 Hour Response</p> <p>Coverage is for three years from date of purchase. It is used to extend the standard warranty. 4 Hour response delivery Catalog Numbers: 8183261 (9090DB) 8820052 (9090DC) 1083146 (9125DC) 1265321 (9150)</p>
Post Warranty Offerings	<p>1-Year 4 Hour response</p> <p>4 hour response Coverage is for 1 years from the date of agreement purchase. If purchased after the warranty or extended warranty expiration, the equipment must meet Kodak specifications. Catalog Numbers: 1035831 (9090DB) 8820854 (9090DC) 1676964 (9125DC) 1831247 (9150)</p>

I1800 Series

KODAK Service & Support for i1800 Series Scanner

Warranty:	<p>90 Days</p> <p>Coverage is 90 days from date of scanner installation. Onsite service 4 Hour response time if located within 100 miles (Canada: 80 km) of a <u>service city</u>. Next Business Day response for locations greater than 100 miles from a Kodak service city.</p>
KODAK Care Kits:	<p>1-Year i1860 Scanner Extended Warranty Care Kit</p> <p>Coverage is for one year from date of scanner installation. Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 Hour response time if located within 100 miles (of a <u>service city</u> (Amarillo, Austin, Dallas, El Paso, Ft. Worth, Houston, San Antonio). Next Business Day response for locations greater than 100 miles from a Kodak service city. 2 Preventative maintenance calls per year i1860 Virtual Care Kit only : Catalog # 195 5327</p>

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	<p>2-Year i1860 Scanner Extended Warranty Care Kit</p> <p>Coverage is for two years from date of scanner installation. Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 Hour response time if located within 100 miles of a <u>service city</u>. (Amarillo, Austin, Dallas, El Paso, Ft. Worth, Houston, San Antonio) 2 Preventative maintenance calls per year. i1860 Virtual Care Kit only : Catalog # 162 6373</p>
	<p>3-Year i1860 Scanner Extended Warranty Care Kit</p> <p>Coverage is for three years from date of scanner installation. Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 Hour response time if located within 100 miles (Canada: 80 km) of a <u>service city</u>. (Amarillo, Austin, Dallas, El Paso, Ft. Worth, Houston, San Antonio) Next Business Day response for locations greater than 100 miles from a Kodak service city. 2 Preventative maintenance calls per year. i1860 Virtual Care Kit only : Catalog # 814 0469</p>
	<p>i1860 Post Warranty Care Kit</p> <p>Provides 1 year of coverage that can be used to extend the coverage at the expiration of the new product warranty, extended warranty, current Post Warranty Care Kit, or other equipment maintenance agreement. Must be purchased prior to the expiration of the new product warranty, extended warranty, or maintenance agreement. Also available as an EMA Onsite service, Monday through Friday, 8 a.m. to 5 p.m. 4 Hour response time if located within 100 miles (Canada: 80 km) of a <u>service city</u> (Amarillo, Austin, Dallas, El Paso, Ft. Worth, Houston, San Antonio). 2 Preventative maintenance calls. i1860 Virtual Care Kit only : Catalog # 885 1065 i1860 EMA : Catalog # 185 2169</p>

Support Service Care Kits:

To ensure that your new equipment is productive right from the start and will continue to offer optimal performance and cost control, Kodak has packaged some of our most popular services for your convenience. Training and Installation Services Care Kits are available as individual or bundled services.

To purchase a Support Service Care Kit or for more information about them, contact your local reseller.

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Once you have purchased your Support Service Care Kit, it can be registered using our Online Care Kit [Registration Form](#) or by calling 1-800-225-6325.

I5000 Series

KODAK Service & Support for i5000 Series Scanners

Standard Warranty:	<p>90 days, On-Site</p> <p>Coverage is for 90 days from date of scanner purchase. Priority Response. Covers: Hardware, labor and travel costs.</p>
1 Year Warranty Extension:	<p>Additional 9 months on-site warranty</p> <p>Coverage is for one (1) year from date of scanner purchase. Includes one (1) preventative maintenance visit per year. Call center support. Priority Response. Catalog Numbers: 1230473 (i5200) 1774082 (i5600) 1568351 (i5800)</p>
2 Year Warranty Extension:	<p>2-year on-site warranty</p> <p>Coverage is for two (2) years from date of scanner purchase. Includes one (1) preventative maintenance visit per year. Call center support. Priority Response. Catalog Numbers: 1600725 (i5200) 1373489 (i5600) 1040468 (i5800)</p>
3 Year Warranty Extension:	<p>3-year on-site warranty</p> <p>Coverage is for three (3) years from date of scanner purchase. Includes one (1) preventative maintenance visit per year. Call center support. Priority Response. Catalog Numbers: 1671528 (i5200) 1790187 (i5600) 1427046 (i5800)</p>

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5 Year Warranty Extension:	5-year on-site warranty Coverage is for five (5) years from date of scanner purchase. Includes one (1) preventative maintenance visit per year. Call center support. Priority Response. Catalog Numbers: 1672930 (i5200) 1853738 (i5600) 1992130 (i5800)
Post Warranty:	1-year Service Agreement Coverage is for one (1) year from date of Service Agreement purchase. Includes one (1) preventative maintenance visit per year. Call center support. On-site service delivery. Priority Response. Catalog Numbers: 1235050 (i5200) 1489962 (i5600) 1657076 (i5800)
Support Services:	Training Care Kit is available.

End of Appendix E